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Computers in Social Work: A Review of the United Way's First Call for Help System

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COMPUTERS IN SOCIAL WORK:
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Abstract

This study was a formative evaluation of the United Ways of Minneapolis and Saint Paul Minnesota's First Call for Help referral program, specifically the quality control of information concerning social service agencies and programs. This analysis includes how this service receives information, how information is recalled from the computer and how information is dispensed to the clients and professionals who are seeking information concerning social services. In addition, this analysis reviews the training the operators of this service are required to complete. The final chapter of this analysis explores how computers may be able to be used as tools to provide information to clients and professionals.

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Chapter One
Introduction

The United Way's First Call for Help is a computerized data base listing 2551 social service agencies and the programs they operate. This program is designed to allow clients and professionals in the community to call into this service to seek out appropriate referrals to meet their needs. Between the Minneapolis and St. Paul offices this service handles over 200,000 calls per year.

The United Way's First Call for Help has a number of quality control measures in use to ensure the information the clients receive is accurate and correct. These measures are used to insure the integrity of the agency which is listing it's services on the system to make sure the client is receiving the best possible referrals. The information in this system is updated at least every six months or sooner if need be.

In the Minneapolis office clients are asked as to what needs they see are to be met in the community. The records of these interviews are referred to the research department of the United Way. While the St. Paul office records every incoming call and the request for they type of service sought by the client. The research departments of both offices will take the information and other sources of information and apply it towards looking at the needs of the community.

Social service providers are starting to enter the computer mainstream. Because of the recent expansions in the computer field and the decreasing cost of hardware and software social workers should become familiar with the applications of computers in terms of research and agency management (Kreuger, Ruckdeschel 1985).

Advances in computer technology have begun to affect human service agencies in dramatic ways. A majority of human service agencies are adapting computers for daily record keeping tasks. At this time computer technology lags behind the needs of the practitioner. However, in the future computer technology will be used by the social work practitioner (Mutschler, Hoefer 1990).

Currently there is a lack of information regarding the use of computers in social services. Social workers need to be able to describe future applications of information technology in the human services (Finn 1988).

This evaluation gives an overview on how the United Way's First Call for Help system is using a computer database to help locate social services for people in the Minneapolis and Saint Paul metropolitan area.

Definitions.

* Hardware. The computer and peripheral equipment.
* Mainframe computer. A computer that has more then one terminal and is capable of operating more then one program at a time.
* Personal Computer. (PC) A computer that only one person can operate at a time and is usual stationary.
* Lap top computer. A portable computer that may be moved from location to location and may use a battery for a source of power.
* Hard drive. A piece of internal hardware that stores programs and files the operator has inputted.
* Floppy drive. A piece of hardware that allows input of programs and export of copied files.
* Modem. A piece of hardware that is used to have the computer dial the telephone to connect to other computers.
* T line. A special telephone line that carries only data from computers.
* Byte. A space in the computer that represents one letter of the program or document.
* Software. The instructions telling the computer what to do with a piece of information.
* Lotus 123. A software program that is a spreadsheet.
* WordPerfect. A software program for word precessing.
* Wordstar. A software program for word processing.

* Off the shelf software. Generic programs written for the general public.
* Specialty software. Computer programs written for specific purposes.
* Word processing. Using a computer to write letters and keep a file of letters written.
* Number crunching. Using a computer to do mathematical calculations.
* Key word. A word that is a guess as to categories of services listed in the computer.
* Up load. Taking information from one computer and placing it on another computer.
* Down load. Taking information off a computer.

Chapter Two
Literature Review

Practitioners and the Use of Computers

Computerized information systems are more likely to be accepted if they are responsive to the practitioner's needs and the organization needs to provide an incentive for the use of information technology by the practitioner. In a study of agencies it was found that 91 percent of the agencies surveyed used a computer (Mutshcler, Hoefer 1990). Most of the computers, 76 percent, were used for administrative programs such as accounting and bookkeeping. While a nine percent of the computers were used for intake and clinical use. More then half of the computer users receive no formal training. In order for social service practitioners to use information technology the software and hardware need to be accessible and user friendly.

According to Clarke (1988), the following list a way a computer may be used by a practitioner in private practice:

* Client assessment.
* Word processing.
* Record keeping.
* Telecommunications.
* Bookkeeping.
* Research.
* Publication of scholarly work.

Computers are able to assist in treatment planning with clients who have mental illness. The computer may help the

practitioner make a diagnosis of the client (Stout 1992). Stout (1992) goes on to claim using a computer will help the practitioner be more accurate in making a diagnosis. The computer will assist the practitioner to focus on the client's mental illness. The computer will assist the practitioner with a diagnosis based on the Diagnostic Survey Manual 3R. The computer uses a Lotus 123 program in working with the practitioner concerning the diagnosis.

In a study by Nurius and Hudson (1988) a clinical assessment tool was used by the practitioner in the intake process. After a thorough assessment it was determined which behaviors to correct. With the help of the computer the practitioner would conduct a new assessment before each session. As time passed the computer, kept track of how the client was responding to treatment.

Computers may be used as a means of monitoring progress of patients who are in rehabilitation programs (Merlitz, King, 1992). The rehabilitation programs may be working on many behaviors the patient is trying to relearn. A computer was able to quantifiably note the progress of each behavior in various categories. Therefore, empirically monitoring improvement of the client. While client behavior is being monitored, so too is the timing of the clinician who made the case plan. Therefore, if progress is occurring, the clinician was able to review the progress and note any changes that were needed in the plan.

Before computer technology can be used effectively in practice, social workers will have to translate their intervention strategies into language a computer is able to understand (Pardeck, Murphy 1986). Some aspects of practice do not lend themselves to computerization. Current uses for computers include: inventory testing i.e. Minnesota Multiphasic Personality Inventory, Alcohol Use Questionnaire, biofeedback, word processing, and recording client information. In the future computers may be used for therapy, games that have a therapeutic purpose, diagnosing disease, illness, and simulated therapeutic interviews. All of the future computer applications will come from advancing software and technology.

Record Keeping.

Social service agencies are becoming more automated. They are using computers for tasks such as keeping records on clients, book keeping, and word processing (Lohmann 1990). There is a need to keep accurate records concerning information that is coming in to the agency and flowing out of the agency. Computers are a way of processing information.

Computers are a reality in social service agencies. Most of the computers being used by social service agencies are being used on the managerial level (Finn 1988). They are primarily used to keep agency records concerning finances and the number of clients served.

Human service agencies need to describe current and future applications of information technology (Finn 1988). Microcomputers are used primarily for administrative purposes. Private nonprofit agencies are sometimes the most innovative of social service agencies. It is important to study computer use in private nonprofit agencies due to the fact they are expected to perform more social services then in the past. The training in non profit agencies that use computers was concentrated with on line databases, interagency networks, client record systems, and human service software. Most of the agency personnel were trained by the computer dealer, in house, or by a consultant. Satisfaction with using a computer was quite high except among direct service providers. Problems with the use of computers included finding appropriate software, cost of software, programing when needs changed, and lack of adequate training.

Telecommunications.

A newly emerging area for human services professionals is using telephones between computers. There was a computer network for social services called Computer Users in Social Services Network. This system allows a user to post messages on a computer bulletin board allowing geographically distant members access to a repository of information and software. This system allowed members to communicate and discuss issues of mutual interest via telecommunications (Finn

1991). With the help of information technology there is now a global village. The economy is now being driven by information and the technology to put the information into use. For computer telecommunications service individuals need to learn the potential of information processing. At this time many people are afraid of how this technology is able to document information. Fear of computers is being eliminated by the use of menu driven programs. As people become familiar with technology, they learn the payoff of how this technology is labor saving (Wright 1990). With this technology people are able to send electronic mail. The mail will be delivered using a computer network. The user will turn on the machine to retrieve mail. The speed of delivery is almost immediate.

Computer telecommunications may provide timely, inexpensive and easily accessible information to school social workers (Bogal-Allbritten, Allbritten 1989). There are databases now available that computers may access via telephone. These databases may be accessed through the use of a modem. Some of these databases have specialty information that would assist the social worker in learning more about a topic of concern. With the use of a computer, these databases are available quickly and the social worker will be able to find the information being sought faster then looking at the social work abstracts.

Computers as Tools in Evaluation.

Computers are able to assist the social worker monitor families who are assigned tasks to complete in clinical practice (Benbenishky, Ben-Zaken 1988). Computers are able to help social workers be accountable by tracking the progress of the client. The computer is able to monitor single cases and then combine all of the information collected into a program evaluation.

Each social worker in this study was given an assessment tool to be used with the family they have been assigned. These families were identified as having financial, educational and personal problems. The social workers also assessed the functioning of the family in seven different areas. The social workers and the clients then discussed the goals the family desired. The social worker recorded what intervention was used with the family. When the client's goals were met the client described how they viewed the social worker and interventions used.

All of this information was originally placed into a main frame computer. However, there were a number of limitations with that computer such as lag time between evaluations, dissemination of reports, and the processing of data. This was due to the fact there was limited time to enter information. Later, it was decided to use personal computers to gather the data. This was to enhance the speed of the retrieval of information and progress reports. With the use of personal computers it was possible to use both

ordinal means of measurement and free written comments by social workers.

With all of this information the supervisor of a program was able to retrieve all sorts of information concerning the program.

This information included:

* Demographics of the clientele being served.
* Progress made by each family.
* Techniques most useful.
* Which social workers are best able to work with specific types of families based on the success of the social workers practice with the varying types of families.

According to Bronson, Blythe (1987) computers may be able to assist the practitioner in evaluating a single case increasing the practitioners' effectiveness. Practitioners need to examine their interventions empirically. By using numbers one is able to graph the effectiveness of the interventions being used. However, most practitioners do not graph their client's progress due to a lack of time and resources. Computers and appropriate software proved a means and a method of evaluating social work practice. The authors write about a computer program called The Computer Assisted Practice Evaluation program which runs on Lotus 123 and guides the user through questions concerning the change in behavior a client demonstrates. The program will allow the practitioner to name the behavior to be changed. Then as

time passes the practitioner will enter the number of times the behavior has changed. With the use of Lotus 123 the practitioner will be able to plot on a graph as to how the behavior has changed. For the practitioner there is also a monitoring of various techniques that were used to change the behavior.

Computers in Social Service Management.

Agencies that develop expertise in microcomputer technology will make a larger contribution to the community they serve. Microcomputers offer small agencies the possibility of tremendous transformation. The computers offer many capabilities to small social service agencies. These capabilities include, database management, budget calculations and word processing. Computers allow many staff members to perform more than one task. Small agencies may wish to author programs that will meet their specific needs. With home grown software the agency will be able to meet and work with specific communities (MacFadden 1986).

Client Record Keeping.

Computers may also be used as a means of maintaining client records. Computers are able to retain information concerning clients that may be used when the client is in crisis (Brod 1987). Emergency information may be obtained concerning a clients diagnosis and how to work with a client if the client's regular clinician is unavailable. This will

allow a substitute clinician information concerning the client's needs. Without the computer the clinician would have to go through an entire file to determine the immediate needs of the client. This system is currently being used in a crises intervention center to provide 24 hour information concerning clients needs.

Future health care operations will require precise recording of social work services and their contribution to the quality of patient care (Mutschler 1990). Due to the increase in ambulatory care from the single practitioner to a team of health care specialists, computers have been able to coordinate patient records. An interactive microcomputer information system provides ready access to interdisciplinary historical patient data. The user is able to retrieve all sorts of information concerning the patient in a matter of seconds.

Software Packages Computers Use to Operate.

Software is divided into the following categories: word processing, database, spreadsheets, graphics, statistics, games, and telecommunications. The drawbacks to these classifications are that each piece of software is for a single function. The second drawback for this classification system is that it is not geared for social work practice. Each piece of software is a generic instrument that is geared for many different users. There is a need for direct service providers, who rarely sit down

with programers, to devise software for the direct practice of social work (Nurius, Cnaan 1991). There is a need for specialty off the shelf software for social workers and the opportunity to develop specialty software to meet the needs.

Obstacles and Resistance in Using Computers.

Many of the agencies that desire to purchase computers are non-profit companies. Therefore, they are not able to write off the purchase of new equipment on their taxes. Therefore, agencies which purchase computers need to have the expense written into their budget and be prepared to have the money on hand for their purchase.

There are a number of issues to be concerned when a social service agency is to purchase a computer and software (Kreuger 1987). One must consider specialty programs written for the agency or off the shelf programs. Whether the program is user friendly, the complexity of the program, cost, and public domain. Most agencies use the following programs: word processing data base, file management, spreadsheets, statistical programs integrated software programs utility software programs and accounting software programs. These general programs will give an agency an all around means of recording, storing and calculating information.

There is a resistance to having computers used by social work practitioners. According to Lamb (1990) there

are four reasons as to why social work practitioners resist using computers.

* They take too long to learn.
* Social work is not associated with strong scientific or math skills.
* Successful integration of computer technology into human service practice is an exception.
* The lack of understanding of how computer technology could enhance practice.

According to Cnaan (1989) social workers are many years behind in their use of information technology. Social workers are not using technological advances in information processing due to a dislike and an antagonistic approach to change. This rejection of information technology may be due to social workers not ready for quantification and regulation.

There is a conflict between management and direct service providers as to how computers will be used in social service agencies. There may be a poor fit between measuring information that is collected and information that is not fed into the computer. Many practitioners are reluctant to use the technology in their practice (Semke, Nurius 1991). Practitioners may have different goals then management does with the technology. Many practitioners are fearful of change and the use of technology in evaluation of their performance. While managers generally use technology to enhance efficiency in the organization. If computers are to

be used to evaluate practitioners, management must support the practitioner's input to the evaluation. The computer system needs to be adapted periodically to take into account the variety of clients being served and the needs of the users.

Many people who enter the human service field have math anxiety (Lamb, 1990). There needs to be more education on how computers are being used by social service agencies. That educational institutions need to take the lead in teaching students the potential use of computers when compiling statistics. The schools need to provide hands on experience in order to prevent computer and math anxiety.

Critiques of the use of computers in social work have been mostly around logistical issues (Murphy, Pardeck, Nolden, Pilotta, 1987). The conceptual side of computing has not been understood by practitioners. For computers to operate there must be a theoretical framework for the intake of information. Items put into computers must be treated as objects. Mathematics is a means of objectifying items in the environment. The laws of physics will be used to explain how items in the environment operate. By using these concepts the computer is able to rationalize. All information put into a computer is purged of it's symbolic meaning. A problem with technological reasoning is that it may impair the sensitivity and obscure the client's needs. Computers are able to assist in the gathering of information. They

will need human assistance to place the clients' needs in a human framework.

Students of Social Work and Computers.

Social work educators may need to assume more responsibility for preparing social work students to be computer literate. Course work covering information technology could qualify as an elective course. Content of a course using information technology should include: Theories of decision making and communication, data sources and evaluation, management information programing, computerized information systems, the relationship between regulations and information management, values surrounding client data, utility of research and evaluation (Kaye 1991). Information technology is not neutral. Patterns develop from how the system is programmed. For information technology to be incorporated into the curriculum, there must be support from the community and the school. The school may provide the computer hardware, software and be easily accessible. While field agencies need to provide a learning experience that uses information technology.

Schools of social work are having difficulties with incorporating information technology into their curriculum. Goals are needed to determine computer competence. The curriculum needs to take into account how agencies are using computers. An inventory of agencies by Nurius, Hooyman and Nichol (1991) concerning use of computers found that ninety

two percent of the agencies surveyed use a computer. The computers were primarily used for word processing, data base management, spreadsheet, financial management. While only 11 percent reported the computer being used in clinical work. They claimed the main reasons why agencies are not able to meet their computer needs met is due to funding and lack of training. The main reasons why agencies used computers were that computers saved time, helped with report writing, were a decision making aid, allowed for increased research and were cost efficient (Nurius, Hooyman, Nicholl 1991).

It is becoming more common for schools of social work to introduce computers to the students. In a survey by Caputo and Ram (1990) of schools of social work there was concern over what computer hardware and software they were using to teach students. The sample for the study was schools of social work in the U.S. and abroad. Thirty six percent of schools returned the survey they received. Forty five percent of the respondents had access to a mainframe computer, fifteen percent had access to microcomputers. The most popular software packages were WordPerfect, WordStar and Lotus123. During the academic year forty percent of the schools offered no course related to information technology, while thirty three percent offered one course, sixteen offered two coursed. Of the 202 courses offered, 127 were introductory, 47 research 12 software 16 were in core social work courses. Computers were used for statistics,

administration, practice, and interviewing. Students used computers mainly for word processing and statistics. Larger schools were more likely to use computers then smaller schools (Caputo, Ram 1990).

Computers in the Decision Making Process.

Unfortunately there are instances when social workers may need to place a child outside the natural home. Social workers look at many factors that affect out of home placement. Some of these factors include:

* Duration of placement.
* Probability of returning the child to the home.
* A living situation that will most likely benefit the child.

According to Schwab, Bruce, and McRoy (1986) computers are able to help the social worker in making choices in placing a child in an institution. They use a statistical model of how intake counselors of institutions approve the acceptance of children into their facility. For this research Schwab, Bruce, and McRoy (1986) decided social workers were not the best person to judge if the placement was successful. The admissions counselor of the agency who screens potential applicants for admission was to determine if the placement was successful. Therefore, a computer model was designed to look at how admissions counselors viewed the placement.

For this study, data was collected on seven institutions and who they admitted to their programs. Data was also collected on the children who were placed at these institutions. There were 139 different items included in the computer model concerning the child and institution. These items included, ethnic background, economic status, legal problems, and school problems. All of these input questions were designed to help the social worker make a better choice when it came time to placing a child out of the home.

The assessment of an institution and the placement of the child has determined that institutions have a set criteria where certain children are more successful in the institution. From this study the researchers developed their own computer program that would match children to institutions.

The computer program they devised they consider to be user friendly. The computer asks the social worker a number of questions concerning the development and issues facing the child. From this information the computer will determine which placements they believe to be successful for the child. The computer will give the social worker a statistical probability for which institutions would best meet the needs of the child.

It is common for social workers to hold conferences when deciding to place a child away from the natural home. This allows social workers the opportunity to compare and contrast opinions on what would be the best placement for a

child (Jaffe 1979). Social workers have pondered the question of devising a computer program that would take social worker input regarding a child in need of placement and provide a computer output for what would be the best placement of a child.

Jaffe (1979) compared what a computer program would have recommended to what a group of social workers in a conference recommended for children who were placed outside of the home. In most instances the social workers and the computer had the same recommendation for the child.

The computer for Jaffe's (1979) study was not to be used as a substitute for the social worker. The purpose of the technology was to assist the social worker in making placements and evaluating the effectiveness of the decisions that were made regarding the child. The computer may provide a model for what should be done for children who need placement away from their home. The computer may provide a working model of how an agency should have placed the children. This in turn will help social service agencies allocate funds to the most successful programs.

Computers, with appropriate software, may help agencies conduct research (Kreuger, Ruckdeschel 1985). Social workers may collect and analyze data concerning their clients. Word processing programs may be used to keep case notes. Fixed form records will store client records such as intake information on the computer. Computers are able to store statistical information concerning client

characteristics. The statistics of the client population may be analyzed in may ways using a cross tabulation of many of the client variables. With the use of computers all of this information is available in a matter of seconds.

Ethical Use of Computers in Social Work.

Computers may be a big help in working with clients. However, all to often the practitioner relies on the computer for answers more then their own judgement (Pardeck Schulte 1990). One needs to look at who is in control, the computer or the social worker. Social workers need to be sensitive to the needs of people. Computers are valuable tools in processing and storing information. However, computers do not interact with human beings. It takes a social worker's skills to help the client work on issues. All of the data generated by a computer needs to be interpreted by humans. Social workers need to be sensitive to the client when using computers. Social work students need to learn the value of computers at the same time applying compassion to the client with the information the computer has generated.

The Second Wave of information technology is coming into social work practice. This technology includes expert systems, games, therapeutic programs electronic networks and advanced databases used in decision making. Social work ethics are involved with using information technology (Cwikel, Cnaan 1991). When using advanced databases there is

usually a recommendation to the practitioner. In advanced software there may be a recommendation that may not be correct for the client. Therefore, the client may lose the freedom of self determination. With the use of this technology the client may lose the right to self determination. The feeling of the lack of freedom with the decision making process may lower the self esteem of the client. Computers may be very paternalistic in telling a client what to do and expect. When computers make a recommendation to the practitioner, this information should be considered experimental.

There is concern over the use of computers in clinical settings. Some critics have argued that computers are a hindrance in service delivery (Pardeck 1987). Computers are grounded in quantitative methods. This means that qualitative methods are not being used to assist the client. The therapeutic relationship when computers do an assessment is missing. Computers standardize information. Therefore, they lack the ability to interpret the clients needs. Computers are unable to quantify a relationship a practitioner has with the client. When computers conduct an assessment or therapy session the computer may have a limited vocabulary. Therefore, the computer is only able to respond to written cues and return with a limited response. The computer is only able to scan for specific words and a have specific response to those words.

Summary

Computers are becoming an increasingly useful tool in the social services. Computers are able to assist social workers with decision making, planning, case notes , client records telecommunication and research. As computers become more available in the field, social workers will find themselves using this technology to communicate with each other and improve their clinical, management and organizational skills.

Computers are able to retain information concerning community resources that no one individual could remember. The computer will assist the practitioner in directing the client to the resources they need. While the practitioner would be able to keep an accurate record of all interactions with the client.

The implication of computers in social work is that, computers are able to assist social workers with evaluating techniques, programs, and out of home placements of children. Computers are a tool that will enable social workers to look at how clients are functioning in the environment. Then how all of the systems in their lives effect them on every level. Computers may be used as tools in practice and the evaluation of social work. Computers are a tool in keeping agency and client records. Schools of social work need to teach the value of computer technology by providing hands on experience in order to prevent computer anxiety.

If used ethically a computer could revolutionize how service is to be provided. Social workers will be able to have statistical models of how to work with the clients they encounter. At the same time the computer will be able to describe the characteristics of the clients the agency serves. Therefore, agencies will be able to demonstrate to funders who they work with best and what strategies works best with the clients they serve.

Chapter Three
Methodology

Introduction.

This is a formative program evaluation of how one specific application of computers in social services is being used in the twin Cities of Minneapolis and St. Paul, Minnesota. The United Ways of these two cities are using a computer system for their First Call for Help referral program. This evaluation includes the specification of how information is placed into the computer, how information is recalled from the computer, how information is given to the client who is calling in for information concerning social services, including the quality control mechanisms in place for this program.

This data was collected between January 15 1994 and February 15, 1994. This data was collected by interviewing management staff, operators and reviewing the United Way's First Call for Help manual. This analysis looked at how to improve the use of the technology to better serve the clients and professionals in need of assistance. There was an analysis of how the training the operators received effects the service and information they provide to the public. Discussion included the process of how and what information is stored in the computer and when is it proper to disseminate the information.

Concepts and Terms.

The United Way's First Call for Help program uses a mainframe computer and a down loaded personal computer data base of social services in the Minneapolis and Saint Paul metropolitan areas. Clients call into the service seeking information on social services that will meet their needs. A phone operator conducts a telephone needs assessment to determine what agencies provide the service the client is seeking.

Location of the Study.

This study was conducted in two locations.

United Way Center
404 S. 8th St.
Minneapolis, Mn. 55404

United Way of St. Paul
166 4th East.
St. Paul, Mn. 55101

Background.

This study examined how information is placed into the computer. By looking at who places the information into the computer, it is possible to see what criteria are used for placing an agency and its programs into this system.

Research was conducted on how the operator uses the system. The operator of the computer is only able to access information that is retained by the system. The operator of the computer is the link to the outside world for the information stored in the computer. A review of the assessment done by the operator is included in this

evaluation. The training an operator receives was reviewed along with an operations manual and policies concerning the procedures of input and out put of information.

According to the United Ways of Minneapolis and St. Paul, this program receives over 200,000 calls per year. There is no other service of it's size in the country. This is one way of using a computer to provide information to the general public concerning social services that are available in the Metropolitan area.

Information concerning the operation of this program came from interviews with the people who work on every level of the system. These interviews included operators, managers and technical employees. All of the questions asked dealt with the system and the process used to transfer information in and out of the data base. It was important to research the system from many perspectives to gain a rounded view of its operation. This information was used to determine how effective computer technology is in giving information to clients.

The second part of this evaluation included evaluating how the Minneapolis side of the computer system imports information through client interviews as a means of planning for the future needs of the community. The Minneapolis office of the First Call for Help system has it's operators interview every tenth caller; the St. Paul office of the system records the needs of every caller. The questions for these interviews are found in appendix one. The First Call

for Help uses these interviews as a means of determining where to apply some of their resources. (Personal Communication, Mike O'Neal May 1993).

Purpose.

The purpose of this evaluation was to understand how this computer system is being used to provide information to clients and professionals concerning social services available in the Minneapolis and St. Paul metropolitan area. This evaluation was designed to look at the various means of quality control used in this program.

The following list of questions were addressed by this evaluation.

* How is it decided what information concerning social services will be placed into the computer?
* Who places the information into the computer?
* How are agencies solicited to be given the opportunity to have their services listed on the computer?
* Is there a cost to having an agency list their services on the computer?
* How much time does an operator have to spend with a caller in determining service needs?
* What type of social skill training and computer training is the operator given to answer the questions clients have?

The main focus of this study was to look at what means of quality control the First Call for Help is using with the computer data base they operate (Appendix One).

Computer systems are electronic devices that require people to operate them. They are only tools in providing information. The people who run computer systems are human and capable of making both good and bad judgements concerning the clients needs. This is due to the belief that computers are only tools in providing information.

This study was to examine how one the United Way's of Minneapolis and St. Paul are using a computer system for their First Call for Help program. By reviewing this program is it possible to learn the value of how a computer database is being used to dispense information concerning social services to the public and professionals. This program is using a computer to gather information about social service programs and give information to those who seek social services.

At the end of this study there are suggestions as to the future use of this system. This evaluation also has dealt with literature that demonstrates social workers do not use computers as a tool in providing service. Therefore, this evaluation includes suggestions in order to improve the cooperation between the United Way's of Minneapolis and St. Paul and the various schools of social work in the community. These institutions need to teach student social workers how to use computers as tools in providing service

to the community. In the near future there will be to much information for one social worker to handle. Therefore, this evaluation makes suggestions as to how social workers could apply this technology to provide better service in the future.

Chapter Four
Findings

Description of the System.

This study focused on: The equipment, intake of information from social service agencies, how information is retrieved from the computer, and how information is given to clients and professionals who call in seeking assistance. With all of these steps concerning information there will be particular coverage of how the United Way's First Call for Help ensures quality control over the information which is contained in the computer they operate.

The Equipment

For the purpose of operating the First Call for Help the United Way uses an IBM AS 400 mainframe computer. This computer is used to operate the First Call for help, monitoring the receiving of donations, the allocation of funding, payroll, payroll for some small agencies and the number of incoming phone calls for each operator. This computer system is used both by the Minneapolis and St. Paul United Ways. The computer is located in St. Paul and is connected by a T one information line to the Minneapolis office. This special line carries only electronic data. It is not designed to carry voice. This study will only review how the United Way of Minneapolis and St. Paul are using this computer as a data base for the First Call for help.

In the Minneapolis office there are 17 computer terminals that may be used by operators for the First call

for Help service. In addition to these terminals there are 50 sites that have the First Call for Help listings of agencies and programs down loaded on to a personal computer. The down loaded listings of the First Call for Help constitute 17.8 megabytes of space on a hard drive. The hours of operation in Minneapolis are from 8 am to 4:30 pm. After hours calls at the Minneapolis office are electronicly routed through the telephone company to employees of Resource Inc.

Resource Inc. provides employees who answer calls the hours the Minneapolis office is closed. Employees of Resource Inc. are physically challenged and operate the service out of their home. Each employee of Resource Inc. has a personal computer with all of the information the mainframe has stored concerning the First Call for Help listings in it's memory. All personal computers that contain the listings of the First Call for Help are updated every two months.

In the St. Paul office there are 12 terminals that may be used for the First Call for Help service. There are also 15 sites that have a down loaded version of the First Call for Help listings. The hours of operation of the First Call for Help in St. Paul are from 8 am to 8 pm. If a client calls after hours they will receive a tape recorded message referring them to the Crises Connection. At the Crises Connection there are down loaded versions of the First Call

for Help on computers which will be used by the Crises Connections staff.

Intake of Information

Currently there are 2,551 agencies listed in the First Call for Help's computer system. These agencies do not pay a fee to be listed. The qualifications to be listed on this computer system include: Agencies must be insured and bonded, agencies need to have a board of directors, licensed and preferably non-profit. There is room available on this system for profit agencies. The requirements for profit agencies will be the same as non-profits. In addition, agencies that are for profit must fill a need that is not being met by a non-profit agency (Appendix Two).

For agencies to be listed in the United Way's First Call for Help computer system, they must call the United Way and have an application sent out and completed by the agency. The application form is identical for both the Minneapolis and St. Paul united Ways. Both applications ask for information concerning the covering the following topics: Legal name of the organization, address, zip code, telephone number, administrator, eligibility, service area, hours, fees, funding, licenses, administered by, intake proceedure, and services provided.

Once an agency has completed an application to have their agency and programs listed on the computer, the United Way will review their application. In Minneapolis, the

director of the First Call for Help will enter the information into the computer. In St. Paul, the Vice President of the First Call for Help will enter the agency and programs into the computer.

Agencies that apply to have their services listed with this service apply using the honor system. This is due to the fact there are to many programs and agencies to verify if the information that is given is correct. The United Way's First Call for help does not go out and actively seek to learn every detail of a program the applicant agency is running. If there are questions concerning the agency that is applying to have their services listed on the computer the staff of the St. Paul office or Minneapolis office, depending on where the application was filed, will meet and discuss the potential agency's application. If the application is found not to meet the staff's standards, the application will be rejected.

The applicant agency has the option of trying to amend their application or going before the United Way committee that monitors the First Call for Help computer system. If this committee rejects their application, the applicant agency has the right to go to the United Way's board of directors to appeal. If their appeal is successful their agency and programs will be listed in the computer.

Due to the fact the Minneapolis and St. Paul United Way agencies use the same computer, if an agency has applied to be in the St. Paul database they will also appear in the

Minneapolis database. Both sides of this system use the same computer located in St. Paul and are connected by a T-one line for the purposes of transmitting data.

Social service agencies are entered into the computer under an index codes for each of the services they provide. These index codes categorize the service that is offered by each agency. Index codes are names of various types of social services that are listed in the computer. It is possible that an agency will offer a wide selection of services. Each service offered will be listed under an index code. Each index code is a type of service for the purpose of categorizing services available to the public. At the present time there are 304 indexes under which social services are listed by program. Under these indexes there are approximately 8000 social service programs.

Operator Training

The operators of the First Call for Help are either regularly paid staff or volunteers. All operators are required to go through training concerning this service. This training includes how to run the computer and locate relevant information and how to deal with the clients needs and concerns. The training program is designed to familiarize the operator with the computer. The computer is user friendly and easy to learn to operate. The operators of the First Call for Help also are trained in how to work with clients who call in asking for service. They are taught

assessment techniques that are designed to help identify what services the client is seeking. All new operators are given time to listen in on how calls are handled. Then they are given the opportunity to try dealing with callers with the help of supervisors. As new operators become more efficient they will be given less supervision in handling calls.

The United Way's First Call for help has a training manual. This manual covers all the information one needs to know on how to operate the system. In addition the manual covers policies of the United Way. These policies include: Diversity policy, office procedures, calls volunteers should refer to staff, policy for abortion calls, release of information forms, program services, program service definitions, phone procedures, follow procedures and observation. This manual covers what an employee or volunteer needs to know about the operation of this system and the policies of the United Ways First Call for Help.

The computer is able to count the number of calls that come into the First Call for Help and how long an operator spends on each call and the time in between calls. This allows the First Call for Help to monitor the efficiency of an operator. However, there is no set amount of time an operator must be limited to with a client. Even though operators are not required to take a prescribed number of calls a day, they feel under pressure to go as fast as possible. This is because the operator is able to look at

the phone and see how many calls are waiting to be answered (Appendix Three).

The management of the First Call for Help program realizes there are instances when an operator must spend more time with a client. There is a stress to dealing with some of the clients the operators work with. Some of the operators have had to deal with clients that were in emergency situations. If an operator is under a great deal of stress from a particular call, there is no penalty from management for taking a short break to recoup from the call.

All paid staff who are operators at the First Call for Help participate in social service networks. The operators will go to various network meetings to distribute information concerning resources in the community. Operators also take back to management the concerns of the community. This relationship builds connections between the United Way's First Call for Help data base and professionals in the community. It is possible to refer clients to specific operators who are familiar with the professionals in the community.

In the St. Paul office every call is recorded on a document by the operator. This document is records what type of service the client is seeking. Ideally the number of calls the computer counts adds up to the number of calls the operator records in terms of services sought (Appendix Four).

The St. Paul office has a dedicated line for professionals in the community to call and seek information. This operator will spend time working with the professional in the community to brain storm ideas concerning the client.

In the Minneapolis office every tenth caller will be interviewed to learn about their demographic information and what service they see that is needed in the community. In both the Minneapolis and St. Paul offices this information is referred to the research department of the United Way (Appendix Five).

Retrieval of Information

There are three ways to recall social service programs that a client may be seeking. The first way of recalling information from the computer is by using the index. This is when the operator types in an index word of a type of program. The second way of recalling information is by typing in a key word. A key word is one that will be a word that the computer is able to search for by looking at the various social services programs in the data base. There are over 10,000 key words the computer is able to identify. The third way a information is recalled is by agency. The operator is able to type in an agency name or a partial name of an agency and the agency with the programs that are offered will appear on the screen. The computer is able to take any combination of the three ways of recalling information and cross referencing them. It is possible the

operator will type in a combination of all three means of seeking information to gain as broad of perspectives on agencies as possible. Every time an operator does an information search the agencies that are recalled by the computer appear in alphabetical order.

Information Referral

When a client calls into the service seeking to learn about various social services to meet their needs the operator will conduct a needs assessment. Most operators will answer the phone by asking how they can help the client. Some clients seek information concerning just one need while others are seeking information on many needs. It is up to the operator to help the client define their needs and then to seek out from the computer the appropriate referrals.

Once a client calls in and seeks information, the operator has a choice of how to connect the client to the service. In most cases the operator will only make referrals to agencies that are appropriate. In most cases the operators will give out only referrals to a number of agencies that will meet the client's needs. There are instances when a client is in need of an emergency service. The operator has the capability to dial the agency that will meet the clients immediate needs. The operator will be able to hold a three way conversation with the service provider and client. If the client's needs are being met through the

service provider, the operator may hang up and allow the client and service provider continue their conversation.

Quality Control of Information

Once a client has the information they seek in hand the United Way has three ways of maintaining quality control concerning the information they gave to the client. In the St. Paul system approximately seven percent of all clients will have a card filled out that contains the following information: name, address county, zip code, source of income, amount of income, number of people in the household, children, adults, ethnicity and space for the operator to write down what the initial problem and request is concerning. From this information the operator will call do a follow up call to make sure the client has been able to obtain the resources they sought and to locate new resources if the previous information was helpful (Appendix Six).

There have been instances where agencies have claimed they provide certain services. At times clients have been referred to those agencies only to learn the service no longer exists. If the client claims the agency they were referred to does not provide the service, then the United Way will investigate the situation. The First Call for Help will call the agency in question to make learn the situation concerning the program in question. If the program no longer exists it will be removed from the database. If the agency states the program is still running then the First Call for

Help will investigate to determine the agencies practices. It is possible that agencies who do not provide accurate information to the First Call for Help will have their agency removed from the database. This is important to both the client and to the United Ways First Call for Help service. The service needs to maintain the quality of information being handed out to clients. While clients who call deserve to receive information that is timely and accurate.

The second means of quality control is that every six months an agency will receive a computer print out of the services they provide that are listed in the data base. Agencies are asked to make corrections and revisions to the computer print out and return it to the First Call for Help. If an agency starts a new program in between the six month printout, they are able to call into the First Call for Help and make an amendment to their listing on the system.

The 65 sites that have the First Call for Help down loaded to them on a computer will be update once every two months. This is done by having the First Call for Help data base put on floppy disk and then installed onto the computer at the site. This is done to insure the accuracy of the information being provided to the client.

The Minneapolis and St. Paul First Call for Help system responds to over 200,000 calls per year. There is no other system in the country that handles as many calls as this system. The next largest system is Phoenix which handles

125,000 referrals a year. This system is truly unique do to the work of both volunteers and paid staff. This system was the first of it's kind in the country and coined the phrase "The First Call for Help."

Outreach

Clients learn about the The First Call for Help through advertisements. Advertisements are done telephone books, public service announcements on radio and television, social service agencies, and social service networks. Many social service providers as a routine give the telephone number to this service.

Review of Service and Quality Control

In conclusion, this service provides referrals to people who call in seeking information concerning social services they are seeking. This service is free to both users and providers of service. The system is designed to provide information in a timely fashion. There many this system uses for quality control to insure the information they are dispensing is accurate. At the same time the needs of the clients are being surveyed in order for the research department to learn about the needs of the community.

Chapter Five.
Summary and Conclusions.

Future Needs for Training and Service.

For the future this program can improve the quality of service by adding staff that speak many different languages. At the present time clients who do not speak either English, Spanish or use a TDD to communicate are not able to access this service. If The First Call for Help is unable to add staff that are multilingual they may consider contracting with other agencies who have staff that speak many different languages. At the present time the First Call for Help is able to have three way conversations between their staff the referral agency and the client. It is possible to then use this technology to connect up to a translator who will be able to translate for the client. The First Call for Help may want to consider establishing a criteria and a list of people and agencies that are able to translate to the appropriate language.

People who do not have telephones are also unable to access this service. Therefore, The First Call for Help may want to establish a program which will use information kiosks. The kiosks could be located in community based sites which are easily accessed by the public. These kiosks would be similar in nature to an automatic teller machine. The client could walk up to the machine and locate services that will meet their need. In addition, it is possible for these machines to be programed in many different languages. Therefore, the client would be able to use their native

language to locate the services they are seeking. These machines could also give a computer print out of the agencies that offer the service the client is seeking. In addition, these machines will be able to keep track of who uses the service and what service they seek to use. This information could be forwarded to the research and allocation departments.

According to IBM this system is capable of supporting an electronic bulletin board system and electronic mail. The hardware the United Way owns is able to have modems installed that will allow social service providers to have an electronic bulletin boards, electronic mail, community events calendar, and access to scholarly literature that stored in the computer. This system could be used by schools of social work, the community and clients to better inform each other of what the needs are in the community.

Computers are capable of assisting social workers with six functions, word processing, database, graphics, statistics, games and telecommunications (Nurius, Cnaan 1991). All of these functions could help social workers improve their work. Examples of how these functions are able to help social workers:

* Database will help social workers keep track of large amounts of information concerning services and demographics.
* Word processing will help social workers keep client records and correspondence.

* Statistical programs will allow social workers the ability to determine who they are serving and what services they are now requiring.
* Telecommunications will allow social workers to keep in contact with one another and access computerized information. If there was a community wide system for social workers they would be able to access all sorts of information concerning social work.
* Graphics will allow social workers to prepare reports that will have a visual impact on funders and politicians along with desk top publishing.
* Games are able to help social workers practice on a computer model how to deal with specific types of clients and situations.

It must be remembered computers are only a tool. They do not provide answers to social problems. Computers are only capable of helping organize information into categories that are easier for people to understand. This technology is helpful in looking at issues in the community. Computers are able to help social workers provide paths to follow in terms of providing the best service possible.

Schools of social work need to be active in teaching student social workers computer skills. Computers are going to be the way social service agencies in the future will retain information concerning the social workers interventions with their clients. Without these skills many future social workers will not be able to do their jobs.

Computers will help evaluate the effectiveness of various interventions the social worker may be using with the client. From these interventions techniques and services agencies may be able to plan for the future needs of the clients they serve.

If social work agencies had intake forms that would ask the client what needs they currently desire to have met and this information was placed in a computer database it could be demonstrated what services clients are seeking. Then agency could go back and retrieve this information for future planning concerning services that are being requested. In addition a wish list of services could be developed by asking the clients what services they may need in the future. This information could be categorized as to what the client originally sought from the agency and to what the agency could provide for the client in the future.

As more clients arrive at the agency patterns will emerge as to what their current needs are and what their future needs are to be met. The agency could demonstrate that certain clients who are seeking one type of service are also in need of another service in the future. Computers could be a tool in keeping these records. Later this information could be given to funders in terms of meeting specific needs of specific populations.

In conclusion, schools of social work, the United Way and community based agencies need to team up and create a computer system that will look at how social workers are

functioning, the needs of clients in the community and what computer skills social workers need in order to meet the planning needs of the general population. At the present time the only agency to keep a record of the community's social service programs is the United Way's First Call for Help system. It is important that all of these groups of people meet to evaluate what a community based computer network could do to provide the services the community may need in the future. These agencies and schools could train future social workers in how a computer could help with future planning and better use of the limited resources available.

LIMITATIONS OF THIS STUDY

This study has a number of limitations. This is due to the fact this study was only reviewing how the Minneapolis and St. Paul's United Way's First Call for Help manages the information it has in the computer and the quality control of the information. This study did not look at who calls into this service seeking information, the cost effectiveness of this service, the accuracy of information in the system, how the interviews of client's are used in research and the allocation of funds, the down loaded systems and how they are maintained. This study took a look at the quality control of the input and output of information from this program.

The author of this study has no formal computer training. All of his training comes from reading computer manuals, by practicing on his home computer and reading journal articles covering the topic of computers in social work. This limits what experience the author has with computers. Therefore, as a social worker, the author still needs to gain a better grasp on the technical workings of computers.

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APPENDIX ONE

Questions Asked for this evaluation.

Interview Questions, and Guidelines, to be Asked Concerning the United Way's First Call for Help Computer System.

1. How many agencies are listed in this computer system?

2. How many social service programs are listed in the system?

3. Does it list social service programs in both metro areas at the same time?

4. How many terminals are hooked up to the mainframe?

5. How many operators are on line at any given time?

6. How many operators can be on line at any given time?

7. Is it possible for agencies to tap in to the system using their own equipment?

8. Do you distribute disks containing the lists of programs agencies? In order for them to have access without a telephone hookup?

9. How is it decided which agencies are allowed to have their programs listed in this system?

10. Is their a fee to having a program listed in the system?

11. What type of computer training do the operators have?

12. What type of social service training does the operators have?

13. What is the procedure to asses the needs of the clients who call in asking for service?

14. What are the perimeters in a client assessment?

15. Are the operators required to handle a specific amount of calls per day?

16. How many people used the service last year?

17. What do you do as a means of quality control?

18. Are the callers interviewed for your research?

19. Do their answers to your survey effect the allocation of resources?

20. Can I see how their answers to the survey relate to how money is being allocated over the past few years?

21. What means of triangularzation are being used to verify your survey's reliability?

22. Do you do any follow up with any of the agencies you refer callers to?

23. How do you know the agency you referred a client to was able to meet the client's needs?

24. Does someone go out and verify the services an agency is providing?

25. How do you advertise the system?

26. Where do most of the clients come form, in terms of geography, ethnicity, and economic status?

27. What is the budget for this program?

28. Where does the funding come from?

29. Do you feel rushed with the client?

30. How do you identify yourself to the client?

31. What type of on going training do you receive?

32. In what order do programs appear on the screen when they are to be recalled for client use?

33. Do you have people available to translate for those who do not speak English?

34. Do you have service for the deaf?

35. Do you feel good about the service you provide?

APPENDIX TWO

Intake forms used for the First Call for Help in Minneapolis and St. Paul United Way's.

Please return to:

United Way's FIRST CALL FOR HELP
404 South 8th Street
Minneapolis, MN 55404

Date:

Legal Name of Organization:

Address:

City: **State:** **Zip:**

Telephone Number:

Administrator:

Additional contact people:

Eligibility:

Hours:

Fees:

Funded by:

Administered by:

Licensed by (if applicable):

Are you a nonprofit organization?

Intake Procedure:

(OVER)

United Way of the Saint Paul Area

166 Fourth Street East, Suite 100, St. Paul, MN 55101-1448
612/291-8321 FAX 612/291-8353

United Way's FIRST CALL FOR HELP
224-1133

LEGAL NAME OF ORGANIZATION

ADDRESS ZIP CODE

TELEPHONE NUMBER

ADMINISTRATOR

ELIGIBILITY

SERVICE AREA

HOURS

FEES

FUNDED BY

LICENSED BY (if applicable)

ADMINISTERED BY

INTAKE PROCEDURE

SERVICES PROVIDED (Continue on back if necessary)

1.

2.

3.

4.

Signature & Title of Person
Filling Out Form

APPENDIX THREE

Computer print out of the call taken by operators of the First Call for Help in the St. Paul office.

FIRST-CALL-FOR-HELP

CUMULATIVE SPLIT REPORT BY DAY

SPLIT 1: FCFH
Period: 01/01/94 - 01/20/94

	ACD CALLS								OTHER CALLS				
Day	Avg Speed Ans	Num Calls Aband	Num ACD Calls	Flow In	Flow Out	Avg Talk Time	Avg After Call	Num Xfr Calls	Num Other Calls	Avg Talk Other	Avg Num Pos	% ACD Time	Serv Levl
01/01	0s	0	0	0	0	0:00	0:00	0	0	0:00	0.0	0%	100%
01/02	0s	0	0	0	0	0:00	0:00	0	0	0:00	0.0	0%	100%
01/03	14s	18	209	0	0	2:26	0:46	1	86	1:55	2.7	33%	96%
01/04	15s	16	178	0	0	3:04	0:43	0	107	2:14	2.4	37%	97%
01/05	14s	12	201	0	0	2:39	0:22	2	141	2:22	2.3	33%	98%
01/06	13s	15	164	0	0	2:38	1:18	2	133	2:38	3.2	28%	98%
01/07	13s	12	150	0	0	2:31	0:47	1	91	2:27	2.4	27%	97%
01/08	0s	0	0	0	0	0:00	0:00	0	0	0:00	0.0	0%	100%
01/09	0s	0	0	0	0	0:00	0:00	0	0	0:00	0.0	0%	100%
01/10	15s	13	181	0	0	2:42	0:56	0	149	2:11	2.6	32%	97%
01/11	16s	10	174	0	0	2:43	0:39	0	166	2:38	3.1	26%	96%
01/12	20s	14	173	0	0	2:42	1:24	0	136	2:15	2.8	32%	94%
01/13	13s	10	155	0	0	2:51	0:27	1	120	1:58	2.2	30%	96%
01/14	24s	15	143	0	0	2:58	0:00	1	76	2:27	1.5	37%	90%
01/15	0s	0	0	0	0	0:00	0:00	0	0	0:00	0.0	0%	100%
01/16	0s	0	0	0	0	0:00	0:00	0	0	0:00	0.0	0%	100%
01/17	0s	0	0	0	0	0:00	0:00	0	0	0:00	0.0	0%	100%
01/18	19s	13	176	0	0	2:37	0:15	1	94	1:39	1.9	40%	93%
01/19	21s	16	172	0	0	2:55	0:28	0	205	2:27	2.8	33%	92%
01/20	15s	7	131	0	0	2:33	1:04	0	113	1:55	2.9	34%	95%
	16s	171	2207	0	0	2:43	0:42	9	1617	2:16	2.5	32%	95%

Note
1. Call statistics are counted in the hour and day in which they complete.

CALL MANAGEMENT SYSTEM FOR THE MERLIN(r) II CS
Date Printed: 01/20/94 Time Printed: 4:44p

APPENDIX FOUR

Tally sheets of service requests of operators of the St. Paul office of the United Way's First Call for Help.

CLIENT DATA FORM

Month _____ Interview # _____

How Caller Heard of FCFH 1. Eldercare Locator 2. Senior Linkage Line (MN 800 Line) 3. Brochure/Other Written Material 4. News Article 5. TV/Radio 6. Other 7. Not Appropriate										
Who Called 1. Client 2. Professional/Organization 3. Other 4. Family										
Age Group 1. Child 2. Family 3. Adult 4. Senior (60 yrs +)										
Service Code (If more than one, list in separate sections using a slur to connect them										
Total Number of Calls made by FCFH										
Classification 1. Information Given 2. Referral 3. Service Provided by FCFH 4. Directed to Resource										
Follow-Up 1. Agency Assisted 2. Agency Declined 3. Client Didn't Follow through 4. Cannot Reach client 5. Not appropriate 6. Client Declined Follow-up										
Why Service Unavailable 1. Client Ineligible 2. Excess Wait 3. Inaccessible 4. Does Not Exist 5. Cannot Afford										
On County Public Assistance 1. Yes 2. No 3. Not Appropriate to Ask										
County of Client										

AGENCY:Hols First Call For Help
ALL DIVISIONS

INFORMATION AND REFERRAL ASSISTANT
BREAKDOWN OF SERVICE & CATEGORY REQUESTED FOR 12/93

	THIS MONTH COUNT	THIS MONTH %	LAST MONTH COUNT	THIS MONTH LAST YEAR COUNT	THIS MONTH LAST YEAR %	% CHG	YR TO DATE THIS YEAR COUNT	YR TO DATE LAST YEAR COUNT
BASIC NEEDS	2321	20.7	2436	2193	20.7	15.0	27600	25842
CONSUMER	232	1.9	232	154	1.5	50.6	2822	2315
COUNSELING	1095	9.0	979	1020	9.7	6.5	12750	13414
EDUCATION	104	.9	86	89	.8	16.9	1255	1198
EMPLOYMENT	61	.5	77	62	.6	1.6-	1140	1049
FAMILY/INDIVIDUAL SUPPORT SVS	490	4.0	416	310	2.9	58.1	5226	4085
FINANCIAL SERVICES	2034	16.7	1675	1519	14.3	33.9	21743	17354
HEALTH CARE	573	4.7	652	520	4.9	10.2	8352	7017
IN-HOUSE SERVICES	3050	25.0	2354	2358	22.2	29.5	18231	10744
LEGAL SERVICES	387	3.2	409	373	3.5	3.8	3529	4890
SERVICES FOR ELDERLY/DISABLED	132	1.1	140	134	1.3	1.5-	1901	1671
VICTIMS AND OFFENDERS SERVICES	269	2.2	271	173	1.6	55.5	3781	2583
GENERAL INFORMATION	1260	10.3	1001	1699	16.0	25.8-	13993	18625
GRAND TOTAL	12208		10728	10609		15.1	21525	10787

APPENDIX FIVE

Interview form of an operator of the First Call for Help in the Minneapolis office.

DATE: _____ Staff Initials _____

	1	2	3	4	5	6	7	8	9	10
DIVISION 1. I & R 2. T.A. 4. Night 5. Anoka										
METHOD 1. Telephone 2. Office 3. Letter 4. TDD										
WHO CALLED 1. Client 2. Professional/Agency 3. Other										
AGE GROUP 1. Child 2. Youth 3. Adult 4. Senior 5. Family										
SERVICE 1.										
2.										
3.										
COLLATERAL CALLS										
DISPOSITION 1. Info Given 2. Referral 3. Service Provided 4. Directed to Resource										
FOLLOW-UP 1. Agency/Client Contacted 2. Agency Refused 3. Client Refused										
WHY UNAVAILABLE 1. Service is unavailable										
ZIP CODE										
OPEN										

Survey Information

1. ZIP CODE: _____
2. HOUSEHOLD SIZE: ____
2a. CHILDREN-17 & UNDER
(1) ☐ Yes
(2) ☐ No
3. MARITAL STATUS:
(1) ☐ Single - N/M
(2) ☐ Divorced
(3) ☐ Widowed
(4) ☐ Separated
(5) ☐ Married - L/T
(99) ☐ Refused
4. YEAR BORN: _____
5. HISPANIC:
(1) ☐ Yes
(2) ☐ No
(99) Refused
6. ETHNICITY:
(1) ☐ American Indian/ Native American
(2) ☐ Black/African American
(3) ☐ White/Caucasian
(4) ☐ Asian
(5) ☐ Hmong/Vietnamese/ Cambodian/SE Asian
(6) ☐ Other _____
(99) ☐ Refused
7. INCOME:
7a. (1) ☐ 14,000 - 16,000
(2) ☐ 12,000 - 14,000
(3) ☐ 10,000 - 12,000
(4) ☐ 8,000 - 10,000
(5) ☐ 6,000 - 8,000
(6) ☐ <6,000

7b. (1) ☐ 16,000 - 20,000
(2) ☐ 20,000 - 30,000
(3) ☐ 30,000 - 40,000
(4) ☐ 40,000 - 50,000
(5) ☐ 50,000 +
(99) ☐ Refused
SEX:
(1) ☐ Male
(2) ☐ Female
(99) ☐ Refused

SERVICE: (3 digit code)
(SVC1) _____
(SVC2) _____
(SVC3) _____

REFERRED TO:
_____
_____
_____

2/93

APPENDIX SIX

Case management card for an operator of the United Way's First Call for Help from the St. Paul office.

NAME _____ INQUIRER _____ I&R WORKER _____

ADDRESS _____ SS# _____ DATE _____

_____ DOB _____ PHONE _____

COUNTY _____ ZIP _____ # IN HOUSEHOLD _____ ADULTS _____

SOURCE OF INCOME _____ CHILDREN _____

$ AMT/MO. _____ FOOD STAMPS _____

BUDGET BREAKDOWN:

HOUSING _____ AMOUNT PAST DUE _____

NSP _____ NSP ACCT.# _____

PHONE _____ NSP PAST DUE _____

FOOD _____

TRANSP. _____ FOLLOW UP CALLS _____

OTHER _____ COLLATERAL CALLS _____

_____

Ethnicity:

____ African American

____ Asian

____ Caucasion

____ Hispanic

____ Native American

____ Other

INITIAL PROBLEM/REQUEST:

In finding ways to help you, I may need to give information about your case and use your name when talking with other agencies.

Do I have your permission to do this?

YES _____ NO _____ TIME _____ DATE _____

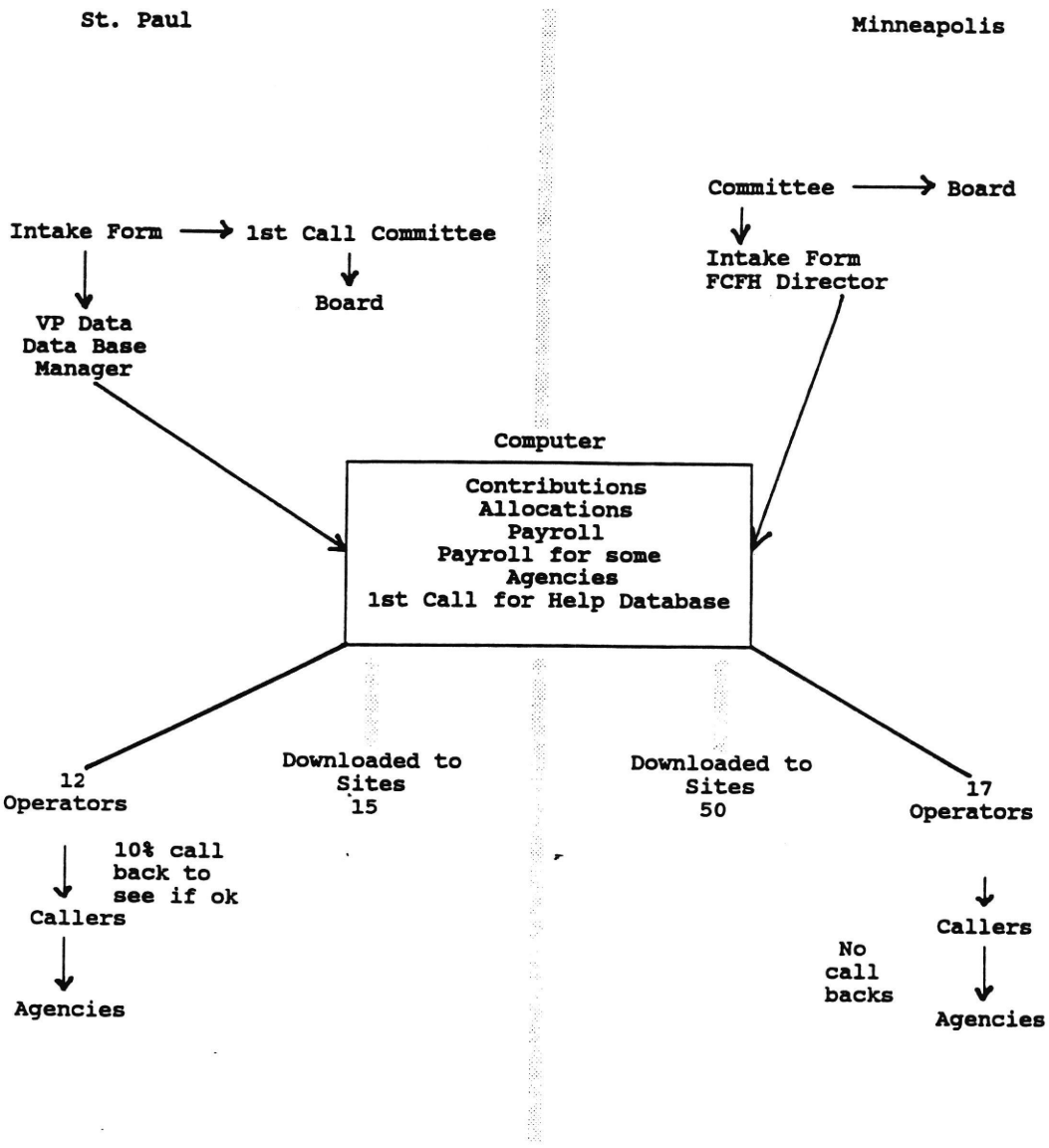
Referral and Solution

Date _____

Service Codes _____ Transfer Information to Client Data Form _____

APPENDIX SEVEN

Flow chart of information in and out of the computer system of the United Way's First Call for Help in the Minneapolis and St. Paul offices. Included in this diagram are other items this computer helps manage.


St. Paul
Minneapolis
Intake Form
1st Call Committee
Board
VP Data
Data Base
Manager
Committee
Board
Intake Form
FCFH Director
Computer
Contributions
Allocations
Payroll
Payroll for some
Agencies
1st Call for Help Database
12
Operators
Downloaded to
Sites
15
Downloaded to
Sites
50
17
Operators
10% call
back to
see if ok
Callers
Agencies
Callers
No
call
backs
Agencies